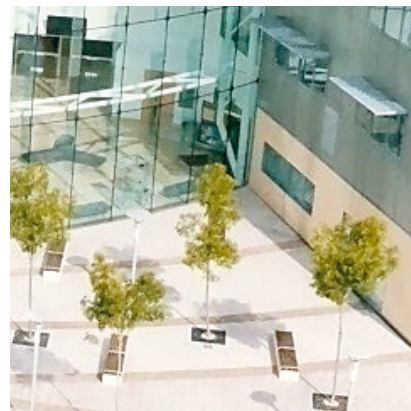
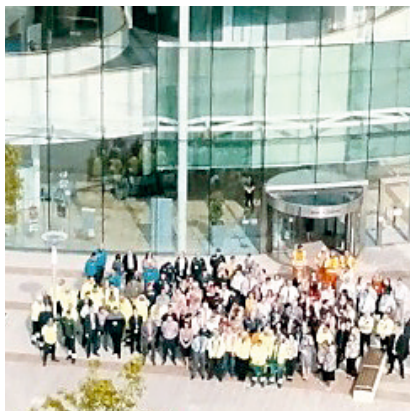
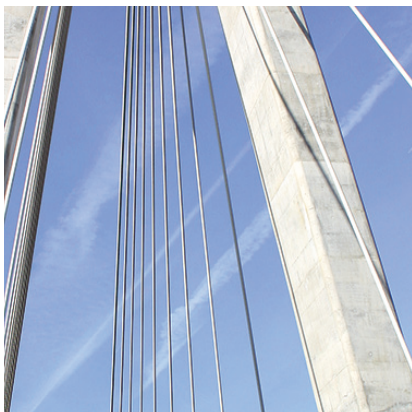


CAERPHILLY COUNTY BOROUGH COUNCIL

Head of Housing



Team Caerphilly



GWASANAETHAU POBL
PEOPLE SERVICES



Do you have what it takes to help lead Team Caerphilly?

Thank you for your interest in applying for this exciting role managing Team Caerphilly's Housing Services.

This useful booklet contains a variety of information designed to provide all the information you need to decide if you have what it takes to join our amazing organisation.

We hope it also encourages you to tell us why you are the perfect candidate for this post. This is a unique opportunity to join the Council's Strategic Leadership Team at an exciting time for the organisation. We are on a journey of significant transformation and we need key people at the top to lead the organisation going forward.

We are looking for a passionate and committed Head of Housing who will lead the development and delivery of an ambitious sustainable and affordable housing programme, as well as maintaining our own housing stock of approximately 10,000 homes and providing high quality support to our tenants.

Caerphilly County Borough is widely recognised as an area where partnership working means more than just fine words. This is particularly important for Housing Services where working with a wide range of partners is critical.

It is important that the successful candidate can measure up to the vision and innovation that we need to take Housing Services and the organisation forward so we can continue to serve the growing and complex needs of our whole community.

We wish all applicants the very best and look forward to receiving your completed application form in due course.



Cllr Philippa Marsden
Leader of the Council



Christina Harrhy
Chief Executive

If you believe you've got what it takes to deliver excellence as part of Team Caerphilly, then please get in touch for an informal discussion.

Lynne Donovan

Head of People Services

Tel: 01443 864570

Email: donovl@caerphilly.gov.uk

Job Description and Person Specification

Post Identification

Post Title:	Head of Housing
Grade:	Chief Officer A
Directorate:	Social Services & Housing
Division:	Housing Services
Responsible to:	Corporate Director Social Services & Housing
Salary:	£89,391 - £99,323

Job Purpose:

The post-holder will lead the delivery of the Council's Housing Services in terms of both strategy and management responsibility. This post also contributes to the development and implementation of the Council's strategic corporate objectives.

The post-holder is principal advisor to the Council, Cabinet and Corporate Management Team on all matters within the portfolio and is responsible for the development and delivery of an effective and efficient service to the County Borough.

Key Result Areas

To be the strategic lead and ensure the effective and efficient delivery of the Council objectives in the fields of.

- Housing Strategy
- Public Housing
- Private Housing
- Landlord Services
- Common Housing Register
- New social and affordable housing development
- Homelessness
- Housing Technical Services

The scope of these services may change to reflect the regional landscape and departmental priorities.

Delivery of the service within budget with responsibility for the Housing Revenue Account (HRA) and maintaining a viable housing business plan

Delivery of objectives set as a result of the Performance Development Review process, Service Improvement Plan, Local Housing Strategy and Corporate and Council driven initiatives.

Delivery against objectives set down in implementation plans for specific initiatives.

Delivery against statutory responsibilities and adherence to the relevant legislative requirements.

Delivery against key performance indicators including identification and implementation of relevant service area improvements

Develop and ensure effective partnerships between the Council, local communities and stakeholders for the service, providing appropriate operational support in collaboration, in order to achieve shared outcomes that contribute to delivery of the Council's objectives and/or to secure resources for the Council.

Detailed Task Profile

As the Council's Lead Officer provide advice, guidance and expertise to Chief Officers and Elected Members on highly complex and contentious issues related to housing strategy, public housing, private housing, landlord services, common housing register,

new housing development, homelessness and housing technical services.

To lead the delivery of high quality, value for money services across the full range of services and promote access to and equality of opportunity.

To work with the Corporate Management Team and Heads of Service to ensure the effective integration of the service area with other service areas within and outside of the Directorate.

To create and implement innovative projects to deliver the Council's ambition to maximise opportunities to create a sustainable and energy efficient housing stock.

To develop a suite of projects that deliver sustainable and affordable housing, maximising socio-economic benefits, through partnership.

To lead the Council's consultation / liaison with tenant, resident and landlord groups.

To prepare, implement and monitor the Annual Service Improvement Plan and ensure that the Service aims, objectives and action plans enable the achievement of the Council's strategic objectives and the provision of appropriate high quality services.

To prepare the service budget in line with the policy and Housing Revenue Account (HRA) guidelines and priorities agreed by the Council, to ensure that the service is delivered within budget, to monitor expenditure against budget and to report, if required, on any action necessary.

To be responsible for developing and submitting the Housing Business Plan to Welsh Government.

To be responsible for submitting funding bids to WG and other organisations.

To research and develop new and innovative approaches to service provision to maximise resources and improve service delivery.

To be responsible for and provide leadership, guidance and support, including setting and monitoring standards and targets to sections and individuals within the Service.

To consult, as appropriate, with the relevant Cabinet Member(s) and other Members and provide appropriate and meaningful information to enable Members, the Council, Cabinet, Committees and managers to monitor performance against agreed standards and targets and progress towards achieving the Council's strategic objectives.

To foster and establish close links with external bodies, including WG, WLGA, Housing Leadership Cymru (HLC), Housing Associations, CAB.

To be responsible for developing, implementing, monitoring and reporting on results for specific strategic initiatives across the Council as assigned to the post-holder.

To assist with and ensure a co-ordinated approach across all the Council's departments which link with other providers, agencies and interested bodies in relation to issues, which embrace a number of different services and needs of the community.



Parc Penallta



Twmbarlwm

To promote and secure the interests of the Council and the County Borough externally, developing effective relationships and partnerships with external organisations, including positioning the Council's requirements within any regional frameworks.

To develop and manage the implementation of service related strategies including for example the Local Housing Strategy, Homelessness Strategy, Planned Asset Maintenance Strategy, Affordable Housing Development Strategy, Private Housing Renewal Strategy, Empty Property Strategy

To ensure policies, processes and procedures support compliance throughout the service area with relevant legislation and Council policies, including Health and Safety.

Key Working Relationships

Develop effective working relationships with Corporate Management Team, Heads of Service, Senior Managers, Cabinet and Elected Members of the Council.

Work with a wide range of parties including Registered Social Landlords (RSLs), other Public and Voluntary Sector Partners, private sector organisations, tenants, landlords and members of the public.

Communications and meetings with WG representatives, WLGA, Local Authority networks, Regional Boards.

Responsibilities For Staff

Post Titles, Numbers and Level of Accountability

The portfolio currently includes the services listed within the job description, with the following as direct reports:

- Housing Services Manager x 1
- Housing Solutions Manager x 1
- Housing Technical Manager x 1
- Housing Strategy & Co-ordination Manager x 1
- Personal Assistant

Responsibilities For Resources

Financial; Plant; Buildings or Equipment

Overall responsibility for a budget circa £85m Revenue and Capital.

Data Systems

Access to a number of Council databases.

Working Environment

Primarily Office based role with visits to other council locations and visits to other sites.

Attendance at meetings outside of office hours will be required at various locations.

Additional Requirements

Politically Restricted:	Yes
Disclosure and Barring Service Check:	No
Barred List Check:	No
Baseline Pre Employment Medical Assessment:	No
Registration:	

Organisational Responsibilities

Understands and demonstrates the principles of confidentiality.

Work within the policies and procedures of the Council including recognising the duty to protect vulnerable adults, children and young people.

Understands and demonstrates commitment to the Council's policies.

Demonstrate commitment to ongoing personal development.

The duties and responsibilities are difficult to define in detail and may vary from time to time without changing the general character of the duties or level of responsibilities entailed. The post-holder is therefore expected to undertake such other duties as may be requested provided the general character of the duties or level of responsibility does not change.

Person Specification

	Essential	Desirable
Qualifications	Professional degree qualification in a relevant discipline. Membership of CIH, RIBA, CIOB, CIEH	Post graduate management qualification.
Knowledge	Knowledge and understanding of the range of policy and operational issues confronting Housing and local government generally. Knowledge of Human Resources and Health and Safety matters/procedures involved in front-line service delivery. Knowledge of local government finance, budget preparation, tendering and contract management.	Knowledge and understanding of new housing development Knowledge and understanding of HRA financial management.
Skills	High-level innovative leadership and management skills in a complex, rapidly changing environment. Ability to joint work with within a multi-agency framework. Ability to assess corporate priorities and devise effective solutions to complex problems. Ability to analyse and evaluate information and situations. Ability to assess priorities, devise solutions and make sound decisions. Ability to think strategically, innovatively and proactively. Ability to motivate staff at all levels. Sound decision-making. Skilled communicator, both orally and in writing to a wide range of audiences, utilising different media. Ability to work under pressure and meet tight time-scales. Ability to negotiate with and influence others.	Welsh language skills.

Experience	<p>Experience of operating at a senior level in the Housing field.</p> <p>Experience of Senior Management and Leadership.</p> <p>Experience of line management and supervision of staff.</p> <p>Experience of working with Elected Members.</p> <p>Experience of being responsible for producing strategic plans.</p> <p>Experience of close partnership working.</p> <p>Experience of planning development and implementation of new policies and procedures.</p> <p>Financial management experience, including budget responsibility.</p> <p>Experience of using performance management to improve services.</p>	<p>Wider management experience in the local government sector.</p> <p>Proven track record of partnership working and innovative approaches to the delivery of services.</p> <p>Experience of delivering new affordable housing developments.</p>
Other	<p>Commitment to the ethos of a democratically accountable Service.</p> <p>Political sensitivity, and able to maintain impartiality, managing political relationships across all parties.</p> <p>Ability to work in a confidential environment.</p> <p>Have a flexible/adaptable approach to work and be able to work unsocial hours on occasions.</p> <p>Committed to continuous professional development.</p>	



The Big Cheese Festival



Llancaiach Fawr Manor

Competency Framework

Core Competencies:

Area Of Competence	Competencies
Job Knowledge	Displays expert knowledge in field of expertise as well as strong management skills needed for the job. Has a very clear understanding of the Council as a whole and where the role fits into the organisation. Explores beyond the immediate field to expand job knowledge and keeps up to date on new developments.
Communicating and Persuading	Communicates and ensures understanding of corporate and service area goals. Presents ideas in an organisational context, helping promote understanding of organisational aims and vision. Can deliver difficult messages appropriately. Builds partnerships inside and outside to the benefit of the council and service users.
Customer Service	Monitors customer service performance across area of responsibility. Promotes customer service to colleagues across Council. Advises and guides on customer service issues. Evaluates customer service performance in area of responsibility. Introduces quality improvements to customer service requirements. Develops the customer service strategy for area of responsibility.
Innovation and Change	Stays up to date with new theories and trends. Encourages innovation and measured risk taking. Implements best practice across area of responsibility. Consistently generates and employs original ideas for self and others. Challenges traditional approaches and leads change.
Problem Solving	Adopts a structured approach and utilises experience, expertise and advanced project management skills to develop highly innovative and creative solutions to major service issues. Effectively delegates work and manages the contribution of others to problem resolution. Risk assesses alternative solutions and tests implications for the service. Monitors and evaluates outcomes for effectiveness. Is sought out by others for input and support.
Decision Making and Judgement	Steps back and takes a wider view on the impact of decisions on others through the organisation. Ensures decisions are linked to continually improving performance. Ensures that contingency measures are in place for any appreciable risks. Handles complex problems with balanced confidence. Decisions made on complex issues affecting service.
Planning and Organising	Develops longer-term strategies and breaks down plans to deliver that strategy. Pulls together a range of activities to bring the plan to fruition. Ensures activities are completed on time and in budget.
Personal Drive and Effectiveness	Takes personal responsibility for the performance of the service area. Achieves organisational and personal goals. Models excellence. Able to refocus and redirect when it is clear a goal cannot be achieved. Demonstrates unflagging energy. Focused on excellence and has a vision of how to reach it.

Teamwork	Makes a critical contribution to the team. Works across different functions and maintains network. Demonstrates that the contribution of others is genuinely valued. Role models team working behaviours such as consultation, constructive feedback and supportive challenge. Recognises and celebrates success.
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Management Competencies:

Area Of Competence	Competencies
People	Manages a large and diverse service covering a range of major functions. Constantly seeks opportunities for team development within and outside of normal perceived boundaries. Uses people management skills to support other colleagues. Actively shares own skills, knowledge and experience to the benefit of the team and those outside of the team. Has the skills to access to range of approaches to manage the team and team performance.
Political Understanding	Understands political environment locally, regionally and nationally. Uses judgement effectively, knows what to say, how much to say and to whom. Aware of public / political mood and works with it. Can constructively challenge councillor's decisions in an appropriate and sensitive manner.
Leadership	Develops, communicates and delivers to a shared vision with purpose and direction. Takes ownership of the vision. Empowers people to achieve. Has a strategic eye and sees where the role of the staff fits in the whole organisation. Knows where wants to go and how to achieve that. Takes long-term perspective. Communicates the message. Acts as a role model for senior managers. Engenders respect and admiration of all acting with utmost regard and concern for the law, environment and fair treatment of people based on honesty integrity and trustworthiness. Models behaviours valued by the organisation. Has personal credibility.
Resources and Performance	Ensures that resources are provided equitably across the organisation. Balances complex resourcing demands to the benefit of the organisation. Recognises the need to invest to save where appropriate. Sets the standards for efficiencies and improvement. Is ultimately responsible for outcomes and results within Directorate. Oversees very large projects to completion on time and in budget.